

Admissions Counselor

Job Title:	Admissions Counselor	Location:	Santa Rosa
Department:	Animal Care	Hours:	40 hrs/wk
FLSA Classification:	Full-time, non-exempt	Reports To:	Admissions Program Manager

SUMMARY

The Humane Society of Sonoma County is seeking a customer service oriented team member in our Animal Admissions and Foster departments. The Admissions Counselor ensures high quality customer service for external and internal customers and volunteers. This position is charged with handling admissions duties including: intake of stray animals, animal surrenders, animal intake exams, and transfers of animals to and from other agencies. This team member will also assist with the foster department in managing the flow, placement and return of foster animals as well as nurturing and providing education to the volunteer foster caregivers.

The Admissions Counselor also works closely with the Foster Program Manager, Behavior and Training Department, Shelter Medicine, and foster volunteers.

DUTIES AND RESPONSIBILITIES

- Coordinates new animal intake; owner surrenders, transfers, and stray intake
- Performs intake exams for incoming animals
- Practices and encourage humane treatment of animals.
- Transports animals in a HSSC vehicle and travel to other animal welfare agencies.
- Works to ensure the shortest length of stay for in-house animals by monitoring pathways and moving the animals to the next step as they are ready.
- Provides routine/preventative wellness care for all fostered animals – Vaccinations, Deworming, Microchipping, etc.
- Works to find suitable foster placement for incoming animals needing to receive off-site care.
- Coordinates with foster volunteers for vaccine appointments, pick up, and drop off.
- Animal care duties including housing, cleaning, feeding.
- Performs all necessary functions in maintaining the shelter in a thoroughly clean and sanitary manner.
- Assists the general public as required.
- Other duties as necessary.

KNOWLEDGE, SKILLS, AND ABILITIES

- Customer service principles which establish a positive customer experience.
- Shelter management system (Shelter Buddy) or other data management system experience.
- MS Office Suite (Word, Excel, Powerpoint).
- Accurate typing, data entry and computer skills.
- Strong interpersonal skills; ability to be personable, outgoing, patient, professional and compassionate under pressure.
- Excellent oral and written communication skills.
- Logic and reasoning to evaluate alternative solutions, conclusions or approaches to problems.
- Ability to be patient and tactful when interacting with challenging, sensitive or emotional people and issues.
- Manage multiple tasks, people and situations simultaneously.

- Knowledge of domestic animal breeds, diseases, health care and basic animal behavior. RVT, Veterinary Tech or other veterinary medical skills and knowledge a plus.
- Work with animals of unknown disposition and those who may exhibit medical or other problems, as well as aggressive behavior.
- Resolve conflicts and work with minimal supervision.
- Work in a fast paced and changing environment.
- The ability to work independently as well as in a team environment.
- Must demonstrate self-motivation, responsibility, excellent interpersonal skills, and the ability to handle multiple tasks in a fast paced environment.
- Ability to properly lift animals, food, and supplies up to 50 pounds.
- Knowledge of basic animal healthcare;
- Effective record keeping skills.

QUALIFICATIONS

- Minimum of two-years paid experience working with animals in a kennel, shelter or veterinary hospital.
- Experience in humane animal handling, restraint and confinement.
- Minimum of two-years customer service related work.
- High School diploma or equivalent.
- Ability to speak Spanish a plus.
- Willingness to work flexible days and hours, including evening shifts, weekends and/or holidays.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to interact with animals.
- Must be able to do phone or computer work for blocks of time.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift and move objects and animals up to 50 pounds.
- Must be able to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.

Work environment: A busy office and working environment with frequent exposure and handling of animals with unknown behaviors and temperaments. Exposure to moderate noise levels (such as barking dogs, ringing phones).

Please submit resume and cover letter with salary requirements to jobs@humanesocietysoco.org. All applications should be submitted to the "jobs" email listed above, or mailed to: Sonoma Humane Society, 5345 Hwy 12 West, Santa Rosa, CA 95407. For more information, please visit our website: <http://sonomahumane.org/careers/>

The Humane Society of Sonoma County is a 501c3 nonprofit organization with a mission to ensure every animal receives protection, compassion, love and care. We are an Equal Opportunity Employer and offer a benefits package to employees working 20 or more hours a week which includes health, dental, and vision insurance and a 403b retirement plan, along with staff discounts on our services.